

## CLAIMS

5 *Sub a1* 1. A method for determining the cost for each user of an information technology system, the method comprising:

obtaining base costs;

obtaining ongoing direct costs;

obtaining ongoing indirect costs;

gathering information relating to user profiles and organizational characteristics; and

10 inputting said costs and information into a computer program to determine the cost for each user.

2. The method of claim 1, wherein said base costs include design costs, acquisition costs, and installation costs.

3. The method of claim 1, wherein said ongoing direct costs include production control costs, monitoring costs, security management and failure control costs, changes in upgrade costs, support costs, and operational costs.

4. The method of claim 1, wherein said ongoing indirect costs include end-user costs and downtime costs.

5. The method of claim 1, wherein at least one of said costs correspond to at least one information technology function, and the cost for each user is broken down according to said information technology function.

20 6. A method for analyzing the costs associated with supporting an information technology system, the method comprising:

obtaining cost information;

obtaining system characteristics;

25 calculating appraisal metrics based on said cost information and said system characteristics; and

comparing said appraisal metrics with established benchmarks.

7. The method of claim 6, wherein said cost information includes base costs, ongoing direct costs and ongoing indirect costs.

8. The method of claim 7, wherein the base costs include design costs, acquisition costs, and installation costs.

5 9. The method of claim 7, wherein the ongoing direct costs include production control costs, monitoring costs, security management and failure control costs, changes in upgrade costs, support costs, and operational costs.

10 10. The method of claim 7, wherein the ongoing indirect costs include end-user costs and downtime costs.

11. The method of claim 6, wherein said system characteristics include financial characteristics, operating and efficiency characteristics, and infrastructure and evolution characteristics.

12. The method of claim 6, wherein said appraisal metrics include financial perspective metrics, operate effectively and efficiently metrics, and infrastructure and evolution perspective metrics.

13. The method of claim 12, wherein said financial perspective metrics are based on said financial characteristics and said cost information.

14. The method of claim 13, wherein said appraisal metrics and said cost information correspond to a plurality of information technology function categories.

15. The method of claim 14, wherein said cost information and said appraisal metrics are reported according to said categories.

16. The method of claim 14, wherein said metrics are used to determine cost improvement opportunities through best practices implementation for said category.